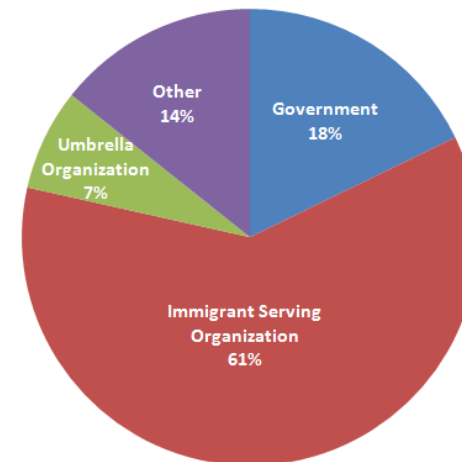


The Settlement Community of Practice Survey  
A Compilation of Results  
March 11, 2014

**QUESTION 1: Which sector most represents you?**

	Response Percent	Response Count
Government	17.8%	15
Immigrant Serving Organization	60.7%	51
Umbrella Organization	7.2%	6
Other (please specify)	14.3%	12
<i>answered question</i>		84
<i>skipped question</i>		0

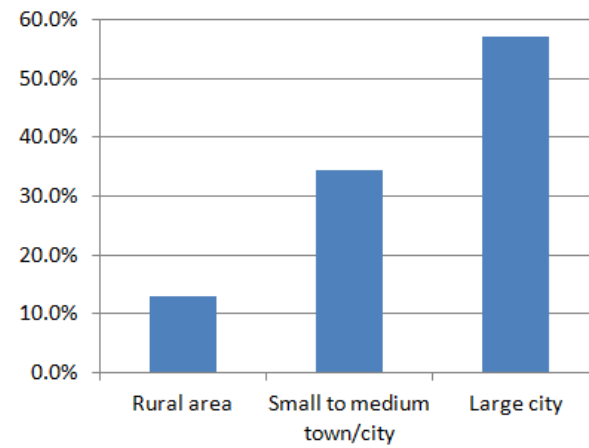


**Other:**

- partnership of immigrant serving organizations
- Local Immigration Partnership
- Partnership of local institutions working on a shared vision & directions.
- local group of seven churches committed to sponsoring one family each year
- Local Immigration Partnership
- Local Immigration Partnership
- Local Immigration Partnership
- Third party service provider / consultant
- université
- regroupement d'organisme d'aide aux immigrants
- maison d'hébergement pour femmes et enfants victimes de violence conjugale
- relation d'aide

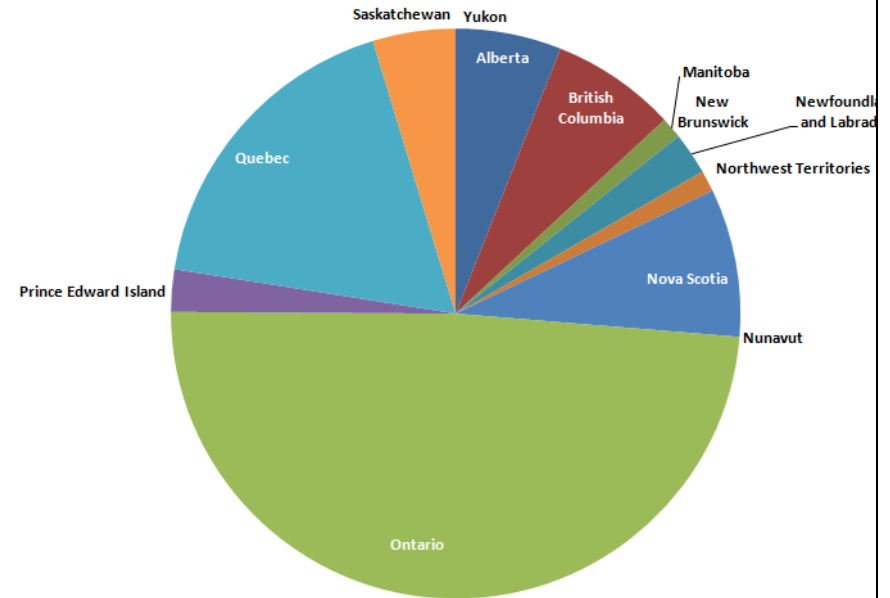
**QUESTION 2: Is your organization located in a:**

Answer Options	Response Percent	Response Count
Rural area	13.0%	11
Small to medium town/city	34.5%	29
Large city	57.1%	48
<i>answered question</i>		84
<i>skipped question</i>		0



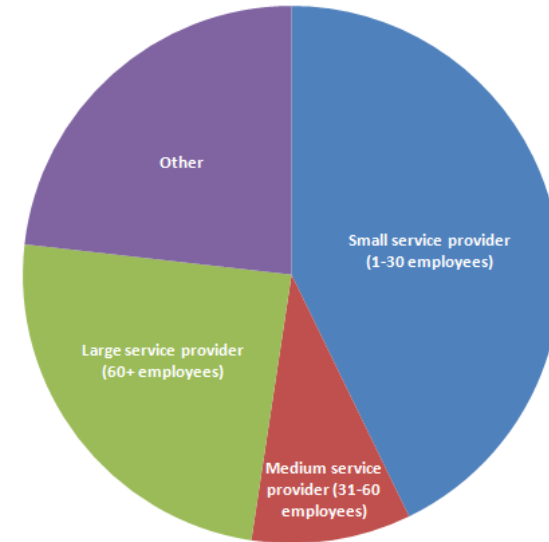
### QUESTION 3: What province/territory do you live in?

Answer Options	Response Percent	Response Count
Alberta	6.0%	5
British Columbia	7.1%	6
Manitoba	1.2%	1
New Brunswick	0.0%	0
Newfoundland and Labrador	2.4%	2
Northwest Territories	1.2%	1
Nova Scotia	8.4%	7
Nunavut	0.0%	0
Ontario	48.8%	41
Prince Edward Island	2.4%	2
Quebec	17.8%	15
Saskatchewan	4.7%	4
Yukon	0.0%	0
		8
		<i>answered question</i> 4
		<i>skipped question</i> 0



**QUESTION 4: If applicable, do you work in a:**

Answer Options	Response Percent	Response Count
Small service provider (1-30 employees)	42.8%	35
Medium service provider (31-60 employees)	9.6%	8
Large service provider (60+ employees)	24.4%	20
Other (please specify)	23.2%	19
<i>answered question</i>		82
<i>skipped question</i>		2

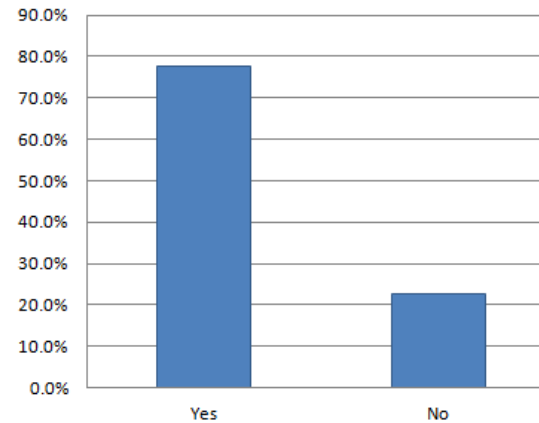


**Other:**

- Community Consul
- A small team - a secretariat facilitating a community-wide collaboration
- Local Immigration Partnership
- Government - not in a direct provision of service role.
- All volunteers
- Provincial Government Agency
- Government department
- Small Non-Profit Organization involved in labour market planning, research, and training. Not a direct service provider.
- Municipal LIP
- Upper tier municipality 1800 employees
- Algonquin college is parent company - not a service provider necessarily
- Government
- Umbrella organization does not provide direct front line service. Currently a one person office
- Ontario Government Ministry of Citizenship and Immigration
- Federal Government
- See previous
- Table de concertation (regroupement de 140 organismes)
- regroupement

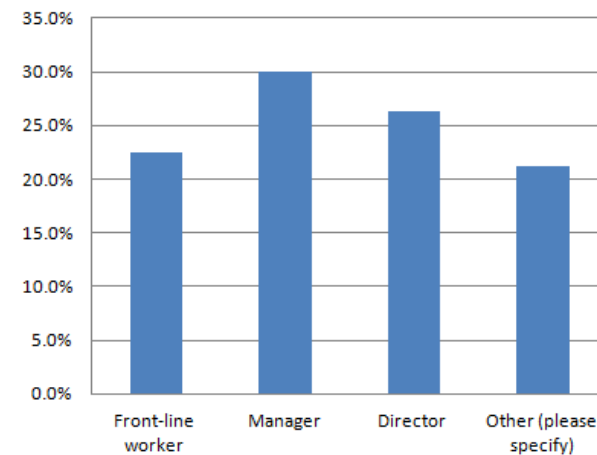
**QUESTION 5: Do you currently go online to find 'best practices' related to settlement (for example, ways to better serve clients, human resources or organizational development best practices)?**

Answer Options	Response Percent	Response Count
Yes	77.5%	62
No	22.5%	18
<i>answered question</i>		80
<i>skipped question</i>		4



**QUESTION 6: Are you a:**

Answer Options	Response Percent	Response Count
Front-line worker	22.5%	18
Manager	30.0%	24
Director	26.3%	21
Other (please specify)	21.2%	17
<i>answered question</i>		80
<i>skipped question</i>		4

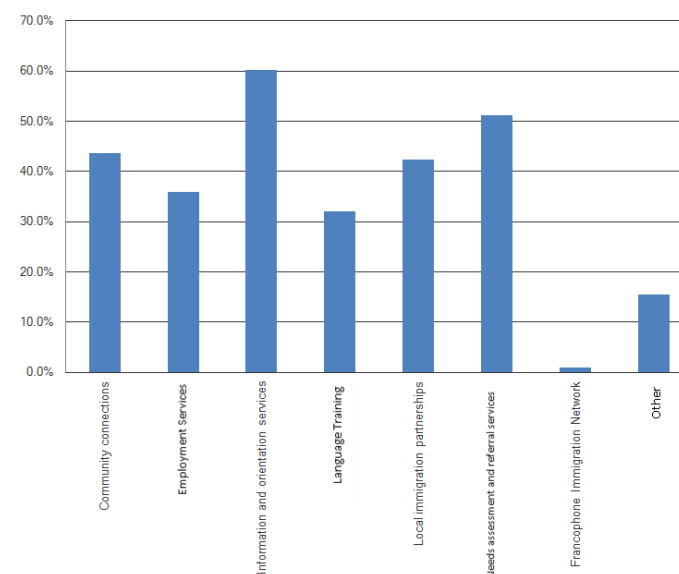


**Other:**

- Coordinator
- Teacher
- LIP Project Manager
- LIP staff
- teacher
- language instructor
- Coordinator/ESL Instructor
- Coordinator of LIP
- all of the above
- I manage the SK Immigration Website.
- Project Manager
- Team Lead OntarioImmigration.ca
- integration officer, CIC
- Nous fonctionnons en gestion collective, donc je cumule, avec 3 autres travailleuses les responsabilités mentionnées ci-haut
- chargé de projets
- Une coordonnatrice de département
- Travailleur de premier ligne et gestionnaire

**Question 7: Is your work with immigrants primarily in:**

Answer Options	Response Percent	Response Count
Community connections	43.6%	34
Employment services	35.9%	28
Information and orientation services	60.3%	47
Language training	32.1%	25
Local immigration partnerships	42.3%	33
Needs assessment and referral services	51.3%	40
Francophone Immigration Network	1.0%	8
Other (please specify)	15.4%	12
<i>answered question</i>		78
<i>skipped question</i>		6



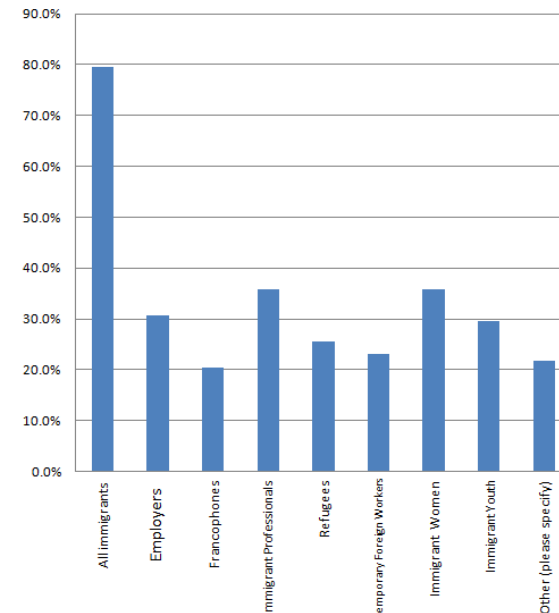
**Other:**

- Pre-Arrival
- labour attraction marketing
- immediate needs re settlement upon arrival
- working specifically with immigrant women and help them become autonomous and independent
- Translation, Interpretation Services
- Citizenship Support
- Domestic workers organization
- support and leadership to settlement services providers across the province
- MCI - Municipalities and online tools for newcomers.
- Professional Development
- activités éducatives, intervention
- hébergement



**QUESTION 8: Which specific group do you work with? (More than one selection can be made)**

Answer Options	Response Percent	Response Count
All immigrants	79.5%	62
Employers	30.8%	24
Francophones	20.5%	16
Immigrant Professionals	35.9%	28
Refugees	25.6%	20
Temporary Foreign Workers	23.1%	18
Immigrant Women	35.9%	28
Immigrant Youth	29.5%	23
Other (please specify)	21.8%	17
<i>answered question</i>		78
<i>skipped question</i>		6

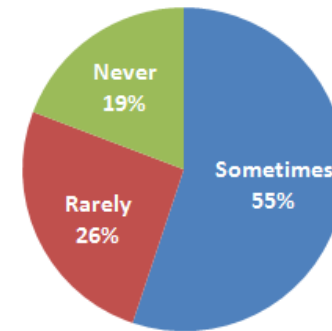


**Other:**

- Agency staff serving newcomers
- Community members
- Newcomer Gays & Lesbians
- All applicants that come through the PNP programs
- Mainstream organizations (school board, hospitals, police, etc.)
- We do not work directly with immigrants but coordinate local planning
- We do not work with any of the above. However, our work benefits them all
- We also work with inter-provincial migrants (i.e. those not requiring immigration-related services)
- I don't work with the above listed stakeholders directly. I manage the SK Immigration Website that provide information for them.
- Entrepreneurs
- Community Stakeholders, Ethnocultural and faith based organizations
- Community Partner Organizations
- Service providers
- Municipal Governments
- Settlement workers
- les résidents permanents; Demandeurs d'asile

**QUESTION 9: Do you currently share information (or ask for help) online regarding settlement issues?**

Answer Options	Response Percent	Response Count
Sometimes	55.1%	43
Rarely	25.6%	20
Never	19.2%	15
<i>answered question</i>		78
<i>skipped question</i>		6



**QUESTION 10: What online space do you use to share information (or ask for help) online regarding settlement issues?**

Answer Options	Response Count
	63
<i>answered question</i>	63
<i>skipped question</i>	21

- Email x 2
- LIP website
- Websites and professional newsletters
- e-mail.amssa,
- CIC contact info & services, federal & provincial (ie:Service Canada, Service BC, MSP Employment Standards)
- CIC x 8
- Tutela; gc.ca; NSOI
- local immigration portal
- We are now developing an online space accessible only to our partners to share meeting notes, agenda, contact information, resources, tools, etc...
- Usually through email with other LIPS and so forth.
- We do this through AMSSA our umbrella organization and any on line is done on their web site -
- workers spend time researching specific information for clients and then it is shared at Settlement meetings.
- We share all of our plans on or website and use social media, twitter and facebook to share information. We also research online about all issues
- Tutela x 2
- LIP in Ottawa
- AMSSA, BRYCS
- Direct emails to individuals or organizations I know do certain work or have specific programs.
- whatever I come across
- I occasionally check out the Information and Orientation Community of Practice forum organized by CIC.

- I just use emails to contact various people in my sector.
- [www.welcometohalton.ca](http://www.welcometohalton.ca) and [www.haltonnewcomerstrategy.com](http://www.haltonnewcomerstrategy.com)
- <http://integration-net.ca/english/index.cfm>
- LinkedIn group for Internationally Educated Professionals, email
- The Provincial website of the Office of immigration Settlement and population
- Consult electronically with other Local Immigration Partnerships (South Western Ontario LIPs). We also refer to local resources including the Newcomer Connections Portal.
- Our city has an immigration site that is used quite often, not only by newcomers but also the public.
- Formerly WCI
- Facebook
- Twitter, Email, LinkedIn
- OCASI x 4
- CCR, CERIS, MPI, York University, WCI
- Live Help Chat
- We look up information CIC, MICC
- Settlement.org at work x 4
- Settlement.org x8
- Orientation to Ontario - Discussion forum (Limited to Program staff and agencies)
- [p2pcanada.ca](http://p2pcanada.ca) x 2
- umbrella organization list serve sharing, regional list serve, Tutela
- [OntarioImmigration.ca](http://OntarioImmigration.ca), MIIO partners and a MIIO extranet (soon)
- IQN, Google
- None. Belong to a listserv group with other Toronto LIPs, and other Ontario LIPs sometimes e-mail me questions.
- mainly networking with other settlement agencies via email
- Les conseiller en etablissement et moi meme consultent des sites (Bonjour Alberta, Immigration Canada...) pour obtenir des informations
- Etablissement.org, Teeontario.ca,
- consultation des sites comme celui du MICC pour avoir de l'information, par email aupr`s d'autres organismes
- recherche en ligne, courriels
- gouvernement du Québec

#### QUESTION 11: If not, why not?

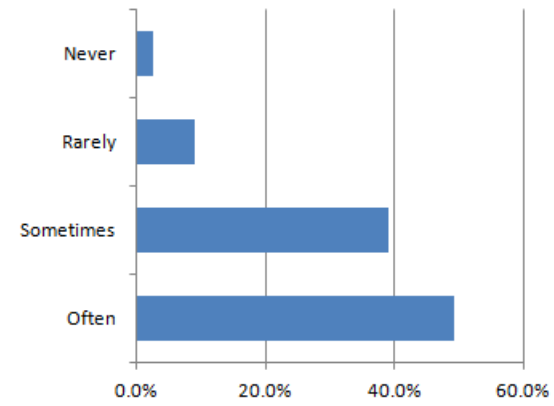
Answer Options	Response Percent	Response Count
Lack of time	13.3%	2
Not allowed at work	6.7%	1
Don't want to look like I don't know	0.0%	0
Worried about my spelling	0.0%	0
No relevant place to post	20.0%	3
Worried about privacy	13.3%	2
Other (please specify)	60.0%	9
<i>answered question</i>		15
<i>skipped question</i>		69

#### Other:

- Not my role. My business area is one or two steps removed from those actively engaged with settlement and integration.
- We take advise from our local contacts and network
- I normally find the answers on the respective departments websites or by directly calling the departments.
- need to explore
- Has not been the practice of the organization.
- No place on line to ask for information
- I communicate directly with other LIPs via email and phone. An online community for LIPs would be extremely helpful.
- Not able to post online on behalf of the department
- Très peu de choses concernant les demandeurs d'asile en attente et très peu de choses concernant ces demandeurs d'asile reconnus comme personnes protégées

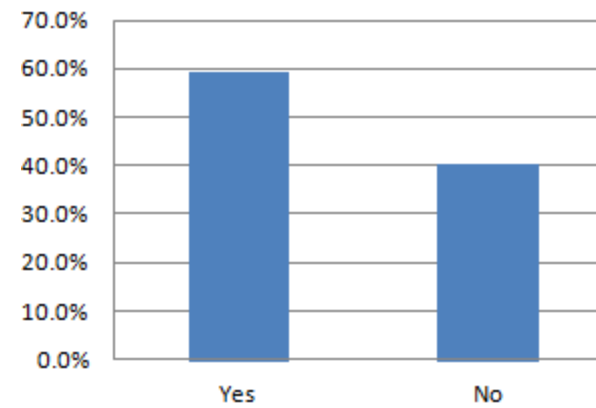
**QUESTION 12: How often do you read research reports related to settlement?**

Answer Options	Response Percent	Response Count
Often	49.3%	38
Sometimes	39.0%	30
Rarely	9.1%	7
Never	2.6%	2
<i>answered question</i>		77
<i>skipped question</i>		7



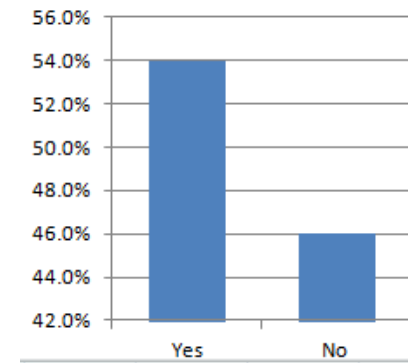
**QUESTION 13: Does your agency have "Best Practice" documents (agendas, manuals, guides, etc) for internal use only?**

Answer Options	Response Percent	Response Count
Yes	59.5%	47
No	40.5%	32
<i>answered question</i>		79
<i>skipped question</i>		7



**QUESTION 14: Does your agency have internal documents it could share with other service providers?**

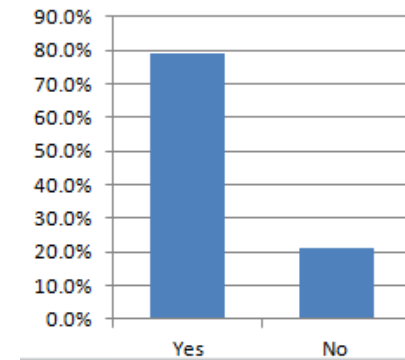
Answer Options	Response Percent	Response Count
Yes	54.0%	41
No	46.0%	35
<i>answered question</i>		76
<i>skipped question</i>		8





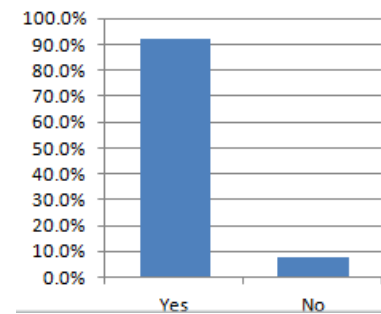
**QUESTION 15: Have you participated in online discussion forums, webinars, or listservs?**

Answer Options	Response Percent	Response Count
Yes	79.0%	60
No	21.0%	16
<i>answered question</i>		76
<i>skipped question</i>		8



**QUESTION 16: Are you interested in participating in an online community of practice for the settlement sector?**

Answer Options	Response Percent	Response Count
Yes	92.1%	70
No	7.9%	6
<i>answered question</i>		76
<i>skipped question</i>		8



**QUESTION 17: If no, why not?**

Answer Options	Response Percent	Response Count
Lack of time	16.7%	1
Not interested	16.7%	1
No internet access	0.0%	0
Not relevant	66.7%	4
Other (please specify)	50.0%	3
<i>answered question</i>		6
<i>skipped question</i>		78

**QUESTION 18: We can use different modes of communication when participating in communities of practice.  
Would you prefer to communicate by:**

Answer Options	Response Percent	Response Count
Email groups (listserv)	65.8%	50
Online discussion posting	68.4%	52
Webinars	61.8%	47
Other (please specify)	7.9%	6
<i>answered question</i>		76
<i>skipped question</i>		8

**Other:**

- Skype
- On repository of research, best practices, tools, ideas, etc
- wikis
- Group video chat, private online real-time chat, commenting on posts/reports, integration with social media (including making it easy to share info that is publicly available) - variety of options to connect/engage would be useful.
- Either one of the above, however, time and resources to participate in another community of practices to the many existing ones would be scarce.
- Newsfeeds, digests, email mirroring of online discussions (follow certain threads or forums)

**QUESTION 19: In general, what do you think are the barriers to participation in an online community of practice?**

Answer Options	Response Count
	75
<i>answered question</i>	75
<i>skipped question</i>	9

- Time x 39 responses
  - we are maxed out with client service.
  - lack of time due to clients and case management load.
  - but that being said the benefits outweigh the barriers
  - As Managers, our time is always challenged by many different players and aspects.
  - Work load
- Technology x 8
  - technology has to be easy to use
  - familiarity with the technology and software.
  - Different levels of knowledge in IT.
  - technical resources.
  - technology barriers
  - technology skill-level of participants
  - limited internet available per agency
  -
- The community of practice needs to be well advertised, needs a buy-in from EDs of organizations (so, they could ensure the use of the resources is a part of day-to-day operation of staff), and frontline workers need to be trained. In addition, ideally, it would have links to all the resources that settlement professionals currently use or could have used (211, Settlement At Work, etc.).
- confidentiality, privacy, attribution, administrator
- Clarity of the issues
- Homogeneity of the group
- client discouragement or boredom

- participants may need to overcome their own fears/hesitation to posting questions online to all their peers
- Each province has its own regulations and guidelines. It has been helpful using these resources but there is often nothing similar in place in our city or province. Many of these resources are only open to their own residents and from outside the region we can only look on.
- possibly scheduling issues
- organization; willingness to share info among groups (differing views even though we are providing many of the same services);
- appropriateness of the topic to stimulate on-line discussion, quality and credibility of the contents and contributors
- Online community spaces would work best for folks who are already working together and have shared plans. Without the incentive of following work in progress, time limitation would likely be a real barrier to participation.
- There are so many that it is difficult to find the best one to participate in
- Any other online tool must be easy, to the point and met the specific need identified
- It is challenging to log into a website and keep updated on things. In person professional development and networking is more effective.
- lack of internal guidance regarding what is appropriate to share, demonstrated value.
- We are a small group. We raise all our funds ourselves. We would be glad to share, and have, with other similar groups but I think you are talking about big organizations that are government sponsored and we are very 'little'.
- I would like to know more about the Online Community of Practice before I would be able to comment on this.
- structured dialogue, relevance of participation to daily work
- Reluctance to share that may be driven by somewhat of a concern for recovering costs of development, A reluctance on the part of some persons, SPO or governments to use something that they did not develop.
- For frontline workers, the challenge may be that they may not necessarily be in office type of space and hence may not have regular access to email. Time zones may also be a barrier if a webinar is outside the time zone.
- The relevance of the information to our jurisdiction. Lack of nationally recognized and sanctioned programs that are vetted and meet all of the needs of the various jurisdictions. Lack of a settlement portal that jurisdictions could use to host best practices and examples.
- Timing, scheduling, workload. Must perceive that we will have an immediate return on investment - although being prepared/proactive is important, information available through online community of practice must be information that we believe we must have now. Not information that we think we will need or benefit from sometime in the future.
- People are more inclined to obtain information online rather than share information they have.
- In Northern Ontario we have certain areas that are dark spots as far as gaining internet access. I can understand the cost effectiveness of community of practice but still all in all sometimes face to face meetings are the best.
- no barriers but is more on the need to have one.
- relevancy...I would be interested in learning from others involved in community based planning as opposed to front line

settlement work.

- relevance of information - many settlement documents and research reports are metropolitan in nature and rarely cover the best practices for rural areas. I think a section or interest group of rural players would be crucial for my participation
- resources
- I would like more in attending training session.
- The difficulty of managing the day-to-day demands of settlement services present little time to engage in these types of discussions.
- fear that comments will be viewed by managers/funders and have negative impacts, technology literacy, sense that I may not have enough knowledge, experience, or critical perspective worthy of sharing with others, intimidated by knowledge or attitudes of others.
- Lack of knowledge and appreciation of online tools.
- Organization do not invest in upgrading staff skills.
- Buy in and usefulness..whether the online area/forum is able to adapt to community's needs over time.
- Perception of potential benefit (Return on Effort)
- The funder looking over my shoulder
- The perception that it's just a way to save money
- The perception that it's just a way to broadcast government information
- Lack of connection to professionalization
- staff not allowed to spend time online
- staff worried about giving away info to the "competition"
- language barriers
- wide variety of work types and content goals
- Needing to log on somewhere to check for new information. Additional tasks.
- Remembering logins and passwords.
- On-line spaces being inactive. Nothing to contribute.
- privacy issues
- No editing of material, so it might not be true info or good advice. 2 editing online material is not good use of CIC funds -- will always be out of date. And there is already integration.net funded by CIC don't start a new forum. Best practices are proprietarial business information in a competitive funding environment. I don't think this is a needed enhancement -- will be either too random or too costly to be of value.

**QUESTION 20: Please tell us your comments about an online settlement community of practice. Thank you for your input.**

Answer Options	Response Count
	71
<i>answered question</i>	71
<i>skipped question</i>	13

Comments:

- I think that a convenient, non-intimidating, non-invasive, online community for sharing information and ideas to help us provide better settlement services and support is a great idea.
- It's a wonderful idea! The important thing to consider is that frontline workers have little time to keep updating data online or offer advise to others, etc., thus, the community of practice needs to be supported by staff/moderators who would ensure the info is updated and forums are active. It would be a great space for academia to conduct research and share findings. In addition, it could be a great space to share professional opinions and info by settlement professionals and could even potentially be used for referrals (moderators need to make sure that clients' data is not shared online).
- It would be helpful to have a resource like Tutela, relating to settlement topics for us!
- good move, educational. Informative, conserve resources
- It is good endeavor, but need is to bridge the gap between the policy and programs
- I really have none as I do not know how this operates. If this is for me, the instructor, that works with its clients and knows the client personally, then I say yes. If this is for me and other instructors, I say yes. If this is for strangers to work with clients, then I say no.
- it is a great idea - will help develop capacity of staff who work with newcomers as they learn from each other
- good opportunity for mentoring and knowledge exchange
- It can be accessed by multiple participants/groups
- I think it would be worthwhile and helpful, if utilized in the way it is intended.
- We need to be able to have information available online that covers all areas and concerns. We need to know specifically what each organization does and what services they are able to share. Other provinces have information and programs we don't have. Is it possible to get access to them?
- It would be a good place to ask questions, exchange ideas and share experiences for those involved with immigrant services.
- I think it's a good idea to have a place to share and ask questions. Tutela.ca is a great resource for language and a similar tool for

settlement would be beneficial.

- This is a great idea for those that find it difficult to connect otherwise. It good be a common place to FAQ's and good ideas that others can learn from. The information needs to be actively monitored and moderated to maintain the credibility and relevancy of the site.
- Thanks for the opportunity to provide input.
- It is a good idea to have an on-line settlement community of practice. It must however be animated by dedicated resource who put in motion collaborations and shared plans across the sector. This resource would also solicit participation, reflection, and build relationships between organizations.
- Currently, the LIPs are uniquely positioned to act as catalyst for an on-line Settlement Community of Practice.
- This may be an ideal process to ensure best practices are shared.
- It needs to be easy and fast.
- I think any way of sharing information is great; but it needs to be focused for specific audiences. Too general information does not hit the mark, it needs to be useful in the daily work of practitioners
- As stated before. It must be:
  - Easily accessible
  - To the point
  - Engaging
  - meet the needs of the group
- I'm not sure how much I would use it but it would be helpful when needed. Overall I think there is a lack of qualifications in the settlement sector and professional development is needed.
- Need to be sure it remains relevant and active.
- Sounds like a great idea, just not one that's of sufficient direct relevance to my daily work.
- I will read and share relevant information with our committee.
- No further comments at this point.
- I am still new to the sector and often go the settlement. org for updates regarding ongoing or new bulletins.
- Good initiative
- An online service would have to have a specific focus and structured discussion in order to be useful. Sharing of general settlement information is not helpful.
- I think some form of online communication / sharing / discussion tool will be vital to settlement service providers as we move ahead to modernize settlement services and delivery.
- It is enriching and possibly one of the better and economic ways of getting promising practices from other regions.
- This needs to be identified within the national framework for settlement as one of the initiatives to ensure that best practices are provide to all jurisdictions. If it is put in as part of the national framework then utilization of this tool could assist smaller



communities to access information and programs.

- Important to identify/define what a "settlement community of practice" is. Because Local Immigration Partnerships do not provide direct service, we may not identify with this title.
- Sounds like a good idea. It would be good to have a place to share information.
- Attended several webinars on various topics. Visit [www.settlement.org](http://www.settlement.org) frequently but usually just check the updates or news.
- Sounds good, especially with cost but it does have a few pitfalls such as rural internet access.
- it will be great if settlement agencies can share their best practices e.g on how to attract/what programs to attract more clients to their services, how to best reach out to clients, how to provide quality services to clients.
- Unfortunately, CIC raises the target of numbers of clients to all the settlement agencies, so the settlement agencies are competing for the numbers and kept the best practice/what works with themselves.
- I would prefer to see the federal government go back to working groups for LIPs. We were just getting started and then it stopped. While an online community is great, I think that there needs to be structures in place first, and the online community is a tool used to achieve targeted outcomes.
- I think this is an excellent idea. I do maintain working relationships with other rural LIP Managers, but it would be time-saving to be able to read about what they are working on in other rural areas of Canada on my own time. I think we should be able to connect with the person who posted information in the online forum and create a space where we could live chat as well. These are all cost saving measures as well, reducing our long-distance calling overall. It might be interesting to have each contributor create a profile so that we could learn more about the person/organization making the posts before approaching him/her for further information. I hope this initiative will be an interactive tool for our innovative thinkers to share and our highly experienced talent group to advise and reflect.
- to help all settlement workers to be on the same page
- It would be useful for smaller jurisdictions that may be constrained by limited resources.
- it is easy to fill
- As per last answer. It is a good idea, but time constraints will make it difficult to participate in fully
- Fantastic idea. It's been tried before in our sector and hasn't really worked, but I think the timing is better for this idea now that more and more of us are using the technology in our personal and professional lives in more seamless ways. Would need some great facilitation and encouragement from site owners. Lots of potential, so glad that you're considering something like this for our sector. My understanding is that the ESL community of practice - Tutela - is thriving and it would be great to try to replicate that success.
- This tool will enable immigrant serving Frontline Workers to share best practices, gain knowledge and find resources quickly to provide quality services for clients.
- Hopefully not a duplication of existing ones and as it comes from the main funder, maybe an opportunity to discuss trends and issues due to and when policies changes.

- Flexible time of service (self-studying)
- No travel needed
- Can serve remote clients
- More confidential for client
- Online workshops can accommodate more people
- Saving space (interview room, rent, etc.)
- Saving paper and office supplies
- Would like to see a provincial network set up whereby individual components within the settlement sector could discuss issues of importance on a quarterly basis.
- Would also like to see a provincial coordinator to assist with this service.
- We need more resource people that we can communicate with directly and frequently. The CIC agents are not always familiar with the live-in caregiver program. Procedures change, we advise our members accordingly but if we could receive up to date information from CI that would be great. We currently have to refer to the website and hope that we find the changes when they occur (new forms, etc)
- - Easiest and quickest way to get/share information.
- - A forum for sharing best practices and challenges with ever changing policies and immigration trends.
- - A very efficient way to have answer/suggestion to your questions.
- I think, it is a very good initiative.
- It's a good idea but from the smaller settlement agency point of view it will be difficult to find the time to participate effectively.
- It must be in simple English and accessible to the front line staff. It should not be time limited. Webinars require that time is set aside to participate at a specific time. It could be at a time when clients may be in need of assistance.
- The success or failure will decide on the details of the setup and implementation. It could be useful but uncertain. Also, there are existing online tools to do this for NFP settlement agencies (run by OCASI).
- easy to use, will not email me all the time
- It is very interesting approach .you can information from the experts .
- I think that Tutela works because all language training providers were required to sign up and they know they can go there to find information. Tutela is even stipulated in the Schedule 1s of the agreements.
- If this community of practice for settlement is going to take root and become an important online meeting place for all settlement providers, it may require direction from CIC to join.
- Otherwise many agency staff will claim that they are too busy and don't have time to keep up with it.
- Promotion is important, for the launch and over time.
- Finding different ways of reaching different people.
- Integrating with other efforts: f2f conferences, local meetings, etc.

- Fostering mentors/mentees
- Aligning to professionalization efforts without turning it into a compliance exercise
- not sure
- Very much needed
- Would need to have a number of ways to contribute. Would have to be ok with a lot of centralized data collection and would need dedicated outreach staff to assist with encouraging data sharing. Could do well with webinars and other quick win training services.
- Having government documents and forms available will make it a popular destination. But making the government a major part of this will stifle any type of spontaneous communication and collaboration. To flourish the CoP needs to be seen as a safe place.
- Having it embedded as a government tool will ensure only a few very confident souls will post.
- It would be great to have an online settlement community where we can learn from each and share resources for best practices.
- We can also share information regarding available programs to make referrals easier.
- Listserv in Toronto [torontointerlipnetwork@googlegroups.com](mailto:torontointerlipnetwork@googlegroups.com) has just the right amount of activity. Not annoying or filling your e-mail box all day. Used for useful information sharing and key questions mainly. Probably 2-3 e-mails per week.
- Consider iterating your technical solution as the online tool develops over time, and as you gather information about the sector and their needs.
- Not valuable unless it's too expensive.
- great idea, Tutela is useful and would be nice for settlement practitioners to have the same type of access and networking opportunities across the country